

Have a question?
Need some help?



Call 1 (800) 527-4613 today!
Benefits Information Center

The purpose of the call center is to speed up phone call processing and reduce wait times for customer service. All of our customer service representatives in BIC have been trained to take care of all calls pertaining to claims, member records and employer accounts.

Questions on pension and annuity are forwarded to the Pension/Annuity department for handling.

All calls needing customer service are forwarded to the Benefits Information Center (BIC) where the members and/or the providers receive one-stop assistance for all of their benefit questions. In the event that your inquiry cannot be immediately resolved, a customer service request will be initiated on your behalf and forwarded to the appropriate department for handling.

Call us today and we will do our best to help you with your inquiries and questions. Be sure to have your medical ID number or your social security number handy for identification purposes.

If you call the Trust Office and need to leave a voicemail message, please remember to:

Speak slowly and clearly.

Include your name and phone number.

Include the reason for your call.

After the message, please repeat your name and phone number.

DISCLOSURE:

Any information contained in this brochure does not supersede any of the information contained in your **Summary Plan Description** and should be considered only as a tool for your use. This publication does not contain all of the rules and regulations pertaining to the subject discussed in this publication and are subject to change at any time. For full disclosure of all of the rules and regulations pertaining to any of your benefits, please refer to your **Summary Plan Description** and any accompanying **Rules and Regulations** and then contact the Trust Office with your questions.

3/21/2016

Preauthorization and You



**Ironworker Employees'
Benefit Corporation**

I.E.B.C.
Administrator for

**California Field Ironworkers
Trust Funds**

Pension Trust • Welfare Plan
Vacation Trust • Annuity Trust
Apprenticeship Training &
Journeyman Retraining Fund
Ironworkers Workers'
Compensation Program (ADR)

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Visit us on the web at:
www.ironworkerbenny.com

Review and Pre-Authorization Required for many Outpatient Services

(Applies to all Active and non-Medicare Retiree participants regardless of residence)

Contacting your PHA Care Counselor is your most important step in obtaining the required pre-authorization!

PACIFIC HEALTH ALLIANCE (PHA)
Call 1-855-754-7271

Here is how the program works:

If you need outpatient services, you and your doctor must receive authorization **BEFORE** you receive your care. The following services require a pre-authorization, but are not limited to:

All outpatient surgeries and procedures

Diagnostic tests (e.g. MRI, PET and CT scans)

Physical therapy visits

Durable medical equipment in excess of \$500

Chemotherapy or radiation

Genetic testing

PLEASE NOTE: In the event any services are performed at the doctor's office during the course of any regular office visit (i.e., EKG, X-Rays, Ultrasounds, etc.), no pre-authorization is required, including an annual physical exam. **In the event you are sent to a free standing facility for any diagnostic tests (i.e. - MRI, CATScan, PETScan, X-Rays, BoneScan, Ultrasounds, etc.), a preauthorization is required.**

Outpatient services are medical procedures, tests, and other treatments and services that you receive through a medical center, imaging center, surgical center, or other facility without an overnight stay.

Here is what you need to do:

You and your doctor must call our PHA Counseling service to pre-authorize your care.

QUESTIONS?

Do I or don't I need a pre-authorization?

Call the Care Counselors at PHA or the Trust Fund Office for assistance.

PHA representatives are available Monday thru Thursday from 7am to 7pm and on Fridays from 7am to 5pm (PST).

During your call (or your doctor's call), you will discuss the recommended treatment for your condition, injury, or illness. Your physician will be advised that he/she needs to submit a **Medical Prior Authorization Request Form**. Either the PHA or Trust Fund representatives can FAX the form to the doctor to complete. The form is also available online at:

www.ironworkerbenny.com

By now, you know that calling a PHA "Care Counselor" is a good thing - they are a valuable resource that can provide you with added guidance for your well-being and support your health choices.

PHA will offer you assistance in finding the lowest cost options for receiving any outpatient treatment, procedure or test outside of your regular doctor's office;

PHA will help to identify "**Value Based Sites**" for either a total hip or total knee replacement surgery (both are subject to MAC Charges **[NOTE: "Value Based Sites" only applies to designated hospitals that perform routine total hip and knee replacement surgeries.];**

PHA does not complete the pre-certification required for routine **total hip and knee replacement surgeries**. Your provider will need to contact Anthem for the pre-certification of your procedure and your hospital stay;

PHA does not pre-authorize any inpatient services and does not pre-certify any inpatient hospital stays;

PHA will help to identify ambulatory surgical centers that have agreed to charge fees within the parameters of our **Maximum Allowable Charges (MAC) for pre-authorized outpatient services for arthroscopies, cataract surgeries and colonoscopies;**

PHA will help identify the names of potential primary care physicians (PCP) if you don't already have one; and

PHA will provide a 24-7 Nurse Line connecting you to a registered nurse who can answer your questions about health issues.

REMEMBER: The Maximum Allowable Charges (MAC) for the five identified procedures includes the facility charges and any required prosthesis (total hip and knee). The MAC does not include the fees for the surgeon, the assistant surgeon, the anesthesiologist, etc. and these charges will be in addition to the facility charges and your due diligence in researching contracted providers will help keep your out-of-pocket expenses to a minimum.